

APRIL/MAY 2024

**FNEN44/CNEN45 — LANGUAGE SKILLS  
AND COMMUNICATION - II**

Time : Three hours

Maximum : 75 marks



**SECTION A — (10 × 2 = 20 marks)**

Answer ALL questions.

1. What does it mean when someone keeps interrupting you?
2. Give expressions of following instructions while continuing the speech.
3. Direct somebody how to reach the big stationery shop in your area.
4. Mention expressions showing understanding and sympathy.
5. How do you make a request?
6. How do you accept a formal event invitation?
7. What to do after saying sorry?
8. What are the three examples of congratulations?

9. What is after congratulations?
10. What word do you use to give permission generally?

SECTION B — (5 × 5 = 25 marks)

Answer ALL questions.

11. (a) Write a short note on attention grabber.
- Or
- (b) What are some facts about interrupting people?
12. (a) Instruct to the customer for putting the washing machine to function.

Or

- (b) Explain briefly on direct request.
13. (a) Direct your friend the easiest way of getting to your house.

Or

- (b) How to decline an invitation politely?
14. (a) How do you respond to an apology without saying it's okay?

Or

- (b) Thank friends for the encouragement for your success.

15. (a) How do you ask for permission in dialogue?

Or

- (b) Present unique ways to refuse and offer.

SECTION C — (3 × 10 = 30 marks)

Answer any THREE questions.

16. Elaborate smart ways to win a person's attention.
17. Analyse the act of interpreting someone.
18. Sum up a list of various stages of giving instructions and point out phrases used in these states.
19. Assume that you are the secretary of the English association and you meet the professor of English and invite him to inaugurate the English association. Enact the scene carrying out the activities.
20. Write an apology letter to a customer.